Contents

Where can I find more information?

On the handheld

- On the menu, click **Help** to see help topics associated with the application that you are using.
- On any Help screen, click the trackwheel. Click **Index** to see a list of additional help topics.

In the BlackBerry Desktop Software

- On the **Help** menu, click **Desktop Help Contents** to view the *Handheld User Guide* or the *BlackBerry Desktop Software Online Help*.

In your BlackBerry Web Client account using a desktop browser

- On the menu bar, click **Help** to view the *BlackBerry Web Client Online Help*.

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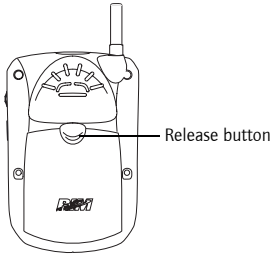
Setting up your handheld

Insert the SIM card

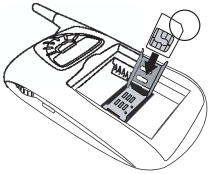
Your SIM card contains important information about your wireless service. Your SIM card might be inserted already.

Warning: Turn off your handheld before you insert or remove the SIM card. Do not scratch, bend, or expose the SIM card to static electricity or wet conditions.

1. Press the battery cover release button.



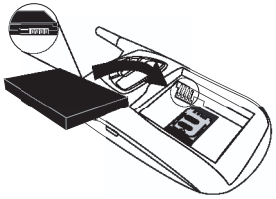
2. Slide off the battery cover.
3. If the battery is inserted, remove it.
4. Slide the SIM card holder toward its hinge to unlock it.
5. Lift the SIM card holder.
6. Remove your SIM card from its packaging.
7. Insert the SIM card into the holder so that the notches align.



Insert the battery

Warning: Use only the battery that Research In Motion specifies for use with your handheld. Refer to the *Safety and Product Information* booklet that accompanied your handheld for more information on using the battery safely.

1. Press the battery cover release button.
2. Slide off the battery cover.
3. Insert the battery so that the connectors align.



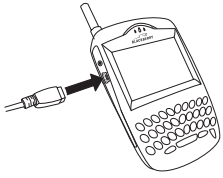
4. Replace the battery cover. If the battery is charged, your handheld turns on and a dialog box appears.
5. Click **OK**.

If the date and time are incorrect, see "How do I correct the date and time?" on page 6 for more information.

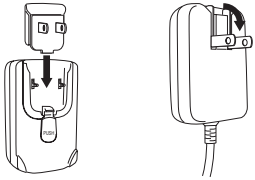
Charge the battery

Using the travel charger

1. Connect the end of the USB cable to your handheld.



2. Depending on the type of travel charger you received with your handheld, slide the attachment piece into the power adapter or fold the plugs down as shown below.



3. Plug the power adapter into a power outlet.
4. Charge the battery to full power (approximately 3 to 4 hours).

Using your computer

To charge your handheld battery using the computer, the following system requirements must be met:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later
- Available USB port
- Windows®98, Windows ME, Windows 2000, or Windows XP
- BlackBerry Desktop Software or BlackBerry Handheld Manager must be installed to obtain the required USB driver on your computer.See "Setting up for email using BlackBerry Enterprise Server" on page 4 or "Setting up for email using BlackBerry Web Client" on page 5 for more information.

Note: If you use Windows 98 (not Windows 98 Second Edition), you must download an update from `http://www.microsoft.com/com/dcom/dcom98/dcom1_3.asp` for the USB driver to operate as expected.

1. Connect the smaller end of the USB cable to your handheld.
2. Connect the larger end of the USB cable to an available USB port on your computer.

   Note: If you connect your handheld to the computer using a USB hub, the hub must be self powered.
3. Charge the battery to full power (approximately 3 to 4 hours).

Turn wireless on

Your handheld connects to the wireless network using an internal radio.

When your SIM card is inserted and the battery is charged, turn on the radio in an area of wireless coverage.

Note: If you use BlackBerry Web Client, the account setup process might begin automatically the first time that you turn on the wireless radio. See "Setting up for email using BlackBerry Web Client" on page 5 for more information.

Set up email

To begin using email on your handheld, you must integrate with an email account using one of the setup options listed in the next sections of this guide.

Setting up for email using BlackBerry Enterprise Server

Use this option if both of the following situations apply:

- you want to receive email from your corporate Microsoft® Outlook® or IBM® Lotus Notes® email account
- a system administrator is managing a BlackBerry Enterprise Server within your company

To use this option, the following system requirements must be met:

- Microsoft Outlook (Workgroup installation) with an email account on a Microsoft® Exchange Server version 5.5 or later
- Lotus Notes version 4.6 or later, with an email account on an IBM® Lotus Domino® Server version 4.6 or later

Note: If your handheld is not enabled on a BlackBerry Enterprise Server, but you want to use a corporate Microsoft Outlook email account with your handheld, you can set up for email using the BlackBerry Desktop Redirector. See " What is the BlackBerry Desktop Redirector?" on page 6 for more information.

Use enterprise activation

If enterprise activation appears on your handheld and your handheld is enabled on a BlackBerry Enterprise Server version 4.0, you can integrate your handheld with your email account over the wireless network.

1. Verify that your handheld wireless radio is on and that you are in an area of wireless coverage.
2. On the handheld, click **Enterprise Activation**.
3. Type your corporate email address.
4. Type the password provided by your system administrator.
5. Click **Activate**.

Note: Your system administrator might request that you install the BlackBerry Handheld Manager program on your computer to reduce the amount of data that is transmitted over the wireless network when your handheld is connected to your computer. If you install the BlackBerry Handheld Manager program, you do not need to install the BlackBerry Desktop Software.

Use the BlackBerry Desktop Software

If enterprise activation does not appear on your Home screen, or if your handheld is not enabled on a BlackBerry Enterprise Server version 4.0, you can install the desktop software to integrate your handheld with your email account.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your email integration option.
   - Select **BlackBerry Enterprise Server** as your email redirection option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start.**
5. Select **Programs > BlackBerry > Desktop Manager**.
   - When you are prompted to generate an encryption key, follow the on-screen instructions.

Setting up for email using BlackBerry Web Client

Use this setup option if one or more of the following situations apply:

- you purchased your handheld in a store
- you want to set up a new email account for your handheld
- you want to set up an existing email account for your handheld

Create an account

Consult your service provider's documentation for more information on setting up the BlackBerry Web Client.

Synchronize your handheld data

Install the BlackBerry Desktop Software to synchronize and back up handheld personal information management (PIM) data such as contacts and appointments, or to reconcile the status of email messages.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Web Client** as your email integration option.
3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs** > **BlackBerry** > **Desktop Manager**.

Frequently asked questions

Why does my handheld not turn on?

The power is off. Press the **Power** button to turn the power on.

The battery is not charged. See "Charge the battery" on page 2.

Remove and then reinsert the battery.

Why does my handheld not charge?

A connection is not secure. Check that all cables and plugs are fully inserted into ports and power outlets. See " Charge the battery" on page 2 for more information.

The battery is not inserted properly. Reinsert the battery so that the connectors align.

How do I correct the date and time?

1. In the handheld options, click **Date/Time**.
2. Click the trackwheel.
3. Click **Copy Network Time.**

Why is there a book icon on the Home screen?

A new service book is available on your handheld. Service books determine which services and features are available on your handheld.

1. In the handheld options, click **Service Book**.
2. Click the new service book beside the book icon.
3. Click **Accept**.

Why can I not send or receive email?

Verify that the handheld wireless radio is on and that you are in an area of wireless coverage. See the inside front cover of this guide for more information on the wireless radio and levels of wireless coverage.

Verify that you have integrated your handheld with an email account. See "Setting up for email using BlackBerry Web Client" on page 5.

How do I connect my handheld to the BlackBerry Desktop Software?

If the desktop software is installed on your computer, your handheld should connect to the desktop software automatically when you connect the handheld to the computer. If your handheld does not connect, open the BlackBerry Desktop Software.

1. Click **Options > Connection Settings**.
2. From the drop down list, select the correct port.
3. Click **Connect**.

If the connection problems continue, close the BlackBerry Desktop Software and disconnect the handheld. Open the desktop software again and reconnect the handheld. Verify that all connections are secure.

What is the BlackBerry Desktop Redirector?

If you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your handheld is not enabled on a BlackBerry Enterprise Server, you can use the BlackBerry Desktop Redirector to set up email on your handheld.

1. Insert the BlackBerry Desktop Software Installation CD into your CD-ROM drive.
2. Complete the on-screen instructions.
   - Select **BlackBerry Enterprise Server or BlackBerry Desktop Redirector** as your email integration option.

- Select **BlackBerry Desktop Redirector** as your email redirection option.

3. Connect your handheld to your computer.
4. On the Windows taskbar, click **Start**.
5. Click **Programs > BlackBerry > Desktop Manager**.
   - When you are prompted to generate an encryption key, follow the on-screen instructions.

Your computer must be on and the BlackBerry Desktop Redirector must be running to send and receive email on your handheld.

Can I set up email using both BlackBerry Enterprise Server and BlackBerry Web Client?

Yes. Complete the steps in "Setting up for email using BlackBerry Enterprise Server" on page 4 followed by the steps in "Setting up for email using BlackBerry Web Client" on page 5.

How do I reset my handheld?

Only reset your handheld if the handheld does not respond for more than a few minutes, or if your system administrator or service provider has advised you to reset your handheld.

To reset your handheld hardware and programs (a hard reset), remove and then reinsert the battery.

Customer support

BlackBerry support website:
`www.blackberry.com/support`